

Abstract Of The Disclosure

A method for evaluating a customer concern
is disclosed. The method includes receiving the
concern related to a subject matter from a customer,
5 capturing at least one digital image of the subject
matter of the concern, and deciding whether to approve
a corrective action for the customer concern based on
a review of the at least one digital image. The
present invention provides real time review and
10 response to a customer concern. Thus, customer
satisfaction is increased and costs for processing
customer concerns are reduced.